

PHP Companies Inc.

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| Type of User: | Health Plan | Contact: | Mary Wooley QI/HEDIS Coordinator |
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Survey Instruments and Purpose

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| Survey Instruments | CAHPS Health Plan Survey |
| Version/Population | Commercial Medicaid – Adult and Child (in 2006) |
| Languages | English |
| Additions/Changes to Instruments | None |
| Purpose of Project | <ul style="list-style-type: none"> • QI initiatives • Public reporting |

Survey Administration

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| Administered Since | 1999; administered every year. Survey projects are self-funded. |
| Administration Mode | HEDIS protocol (mail with telephone followup). |

Uses of Survey Results

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| Reporting | PHP publishes an article with the data in their member newsletter each year. |
| Quality Improvement | PHP uses survey results to guide quality improvement directives; for instance, recent survey data have indicated that communication with members needs improvement. To remedy this concern, they will look into QI projects, which may include focus group research, working with member services, etc. |
| Marketing/Publicity | |

3/1/2006